

SC DEPARTMENT OF CORRECTIONS

-JOB POSTING NOTICE (EOE)-

OPENING DATE: 05/24/16

CLOSING DATE: UNTIL FILLED

SCDC INTERNAL TITLE: IT SERVICES SPEC III SCDC POSITION #: 018094
HOURS/WEEKLY: 037.50 SHIFT SCHEDULE: 02 WORK TIME: 0900 AM - 0500 PM
LOCATION: RESOURCE & INFORMATION MGMT - ADMINIST, COLUMBIA (RICHLAND)

STATE JOB TITLE: IT SERVICES SPECIALIST III STATE JOB CLASS: AM62
PAY BAND/LEVEL: 05 A
BAND: 05 SALARY RANGE \$ 032838 - \$ 060760 SPECIAL INCENTIVE: NO
HIRING SALARY RANGE: \$ 031805 - \$ 041086 SCEIS POSITION #: 61016607

MINIMUM AND ADDITIONAL REQUIREMENTS:
A HIGH SCHOOL DIPLOMA AND EXPERIENCE IN OFFICE AUTOMATION
SYSTEMS, DATA COMMUNICATIONS SYSTEM DESIGN, INSTALLATION,
OPERATION, REPAIR, SALES OR MARKETING, OR PROCESSING OF
INFORMATION IN A DATA PROCESSING ENVIRONMENT OR RELATED
SYSTEMS. AN ASSOCIATE'S DEGREE OR A BACHELOR'S DEGREE IN A
RELATED FIELD MAY BE SUBSTITUTED FOR THE REQUIRED WORK EXPERIENCE.
(OR AN ACCEPTABLE EQUIVALENCY AS APPROVED BY THE DIVISION OF STATE
HUMAN RESOURCES). ASSOCIATE DEGREE AND THREE (3) YEARS EXPERIENCE AT
A HELP DESK OR IN A CUSTOMER SERVICE ENVIRONMENT PREFERRED. MUST HAVE
BASIC PC SKILLS AND BE ABLE TO UTILIZE WINDOWS BASED, WEB BASED AND
MAINFRAME BASED APPLICATIONS.

DESCRIPTION OF DUTIES:
PROVIDE FIRST LEVEL SUPPORT AND HELP DESK SERVICES FOR USERS OF SCDC
MAINFRAME SYSTEMS, PC NETWORK AND TELECOMMUNICATIONS. WORKS ON THE
HELP DESK WHICH IS THE POINT-OF-CONTACT FOR ALL PASSWORDS, USERIDS,
AND ACCESS QUESTIONS AND PROBLEMS. ALL IT AND TELECOMMUNICATIONS
HARDWARE/EXCHANGE/REPAIRS TO INCLUDE: PC'S, DUMB TERMINALS, PRINTERS,
CARD SCANNERS, PAGERS, RECEIPT PRINTERS, TELEPHONES, CELL PHONES, ETC.
SERVE AS BACK-UP TO OTHER HELP DESK STAFF MEMBERS IN THE PERFORMANCE
OF THEIR DUTIES. CREATE HELP DESK TICKETS TO ENSURE PROMPT TROUBLE
SHOOTING AND TIMELY RESPONSES TO END USERS. MUST BE ABLE TO LIFT FIFTY
(50) POUNDS. MUST BE ABLE TO SERVE ON A ROTATING ON-CALL SCHEDULE FOR
AFTER HOURS COVERAGE.
COMMENTS:
RESUME REQUIRED. **RE-ANNOUNCEMENT**